



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** All Prescribing Providers, Pharmacists, and Managed Care Organizations (MCOs)  
Participating in the Virginia Medical Assistance Programs

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 10/27/2011

**SUBJECT:** Changes in Pharmacy Billing for Influenza Vaccine — *Effective October 17, 2011*

The purpose of this memorandum is to inform providers that DMAS will begin reimbursing pharmacies through the Pharmacy Point of Sale (POS) claims processing system for influenza vaccine, effective October 17, 2011, for recipients that are age 19 years and older enrolled in the fee-for-service Medicaid Program. Please note that vaccinations including influenza vaccines for Medicaid recipients through age 18 years are covered by the Vaccines for Children program.

## **Coverage of Influenza Vaccine for Adults under the FFS Medicaid Program**

Previous to this change, influenza vaccine claims could only be billed by pharmacies that used the Medicaid medical claims payment process. DMAS has made changes to the Medicaid Management Information System (MMIS) to allow all Medicaid enrolled pharmacies to submit claims for the influenza vaccine using the pharmacy POS claims processing system. Payment methodology for pharmacy products is defined in VAC 12VAC30-80-40 at <http://leg1.state.va.us/cgi-bin/legp504.exe?000+reg+12VAC30-80-40>. Influenza vaccine claims will be reimbursed using the lowest of the following: Estimated Acquisition Cost (EAC) which is currently Average Wholesale Price (AWP) minus 13.1%, the provider's usual and customary charge (U&C), the Federal Upper Limit (FUL) or Virginia's Maximum Allowable Cost (MAC). In addition the pharmacy will receive the standard dispensing fee of \$3.75.

## **Call Center Information**

Useful Telephone Numbers For Medicaid Participating Providers	Telephone Number(s)	Information Provided
Pharmacy Call Center	1-800-774-8481	Pharmacy claims processing questions, including transmission errors, claims reversals, etc., the generic drug program, problems associated with generic drugs priced as brand drugs, obsolete date issues, determination if drug is eligible for Federal rebate
Preferred Drug List (PDL) & Service Authorization Call Center	1-800-932-6648	Questions regarding the PDL program, service authorization requests for non-preferred drugs, service authorization

		requests for drugs subject to prospective DUR edits
Maximum Allowable Cost (MAC) & Specialty Maximum Allowable Cost (SMAC) Call Center	1-866-312-8467	Billing disputes and general information regarding multi-source drugs subject to the MAC program, and billing disputes and general information related specialty drugs subject to the SMAC Program
Provider Helpline	1-800-552-8627 In state long distance: 1-804-552-8627	All other questions concerning general Medicaid policies and procedures
MediCall	1-800-884-9730 or 1-800-772-9996	Automated Voice Response System for Verifying Medicaid Eligibility
Medicaid Managed Care Organization (MCO) Information	Amerigroup 1-800-600-4441 Anthem 1800-901-0020 CareNet 1-800-279-1878 Optima 1-800-881-2166 VA Premier 1-800-828-7989	Questions relating to Medicaid and FAMIS Members enrolled in Managed Care Organizations (MCOs). The MCO may utilize different authorization and billing guidelines than those described by DMAS. For more information, contact the MCO directly

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

### **ELIGIBILITY VENDORS**

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below:

Passport Health Communications, Inc. <a href="http://www.passporthealth.com">www.passporthealth.com</a> <a href="mailto:sales@passporthealth.com">sales@passporthealth.com</a> Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX <a href="http://www.hdx.com">www.hdx.com</a> Telephone: 1 (610) 219-2322	Emdeon <a href="http://www.emdeon.com">www.emdeon.com</a> Telephone: 1 (877) 363-3666
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### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.